

E-COM COMMUNICATIONS CENTER
CALL HANDLING AGREEMENT

FOR 9-1-1 EMERGENCY COMMUNICATIONS

This agreement is made between the Public Safety Answering Point, hereafter referred to as PSAP, and the Homewood Fire Department for the purpose of effective handling and routing of 9-1-1 emergency calls.

The E-Com PSAP center receiving a call for emergency services in your jurisdiction shall dispatch the call in the following manner:

- PRIMARY: Direct transfer of 9-1-1 trunk line.
- SECONDARY: Dispatch to your communications center via telephone call on your listed emergency telephone number 708-206-3420
- TERTIARY: Dispatch to your communications center via Point-to-Point radio frequency #155.370.

This agreement shall provide that, once an emergency unit is dispatched in response to a request through the system, such unit shall render its service to the requesting party without regard to whether the unit is operating outside its normal jurisdictional boundaries.

The Legislative intent is that 9-1-1 be used for emergency calls only. Therefore, all calls of an administrative or non-emergency nature shall be referred to your agency's published telephone number.

The PSAP center agrees to keep all records, times and places of all calls. All records will be available to participants of the 9-1-1 system.

It shall be the responsibility of your agency to maintain the report of call and the disposition of each call received.

All agreements, management, records and service will be the responsibility of the advisory and policy board.

Any agreements or changes in agreements and operating policies must be approved by the advisory board.

PSAP
By: Dianna Wiessner
Dianna Wiessner, Director
E-Com Communications Center

Homewood Fire Department
By: Ray Presnak
Ray Presnak, Fire Chief

Date: 8/2/05

Date: 8/2/2005

E-COM COMMUNICATIONS CENTER
CALL HANDLING AGREEMENT

FOR 9-1-1 EMERGENCY COMMUNICATIONS

This agreement is made between the Public Safety Answering Point, hereafter referred to as PSAP, and the Glenwood Fire Department for the purpose of effective handling and routing of 9-1-1 emergency calls.

The E-Com PSAP center receiving a call for emergency services in your jurisdiction shall dispatch the call in the following manner:

- PRIMARY: Direct transfer of 9-1-1 trunk line.
- SECONDARY: Dispatch to your communications center via telephone call on your listed emergency telephone number 708-753-2420
- TERTIARY: Dispatch to your communications center via Point-to-Point radio frequency #155.370.

This agreement shall provide that, once an emergency unit is dispatched in response to a request through the system, such unit shall render its service to the requesting party without regard to whether the unit is operating outside its normal jurisdictional boundaries.

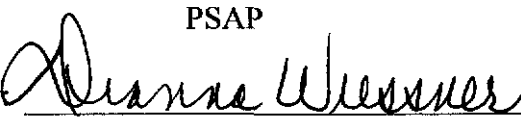
The Legislative intent is that 9-1-1 be used for emergency calls only. Therefore, all calls of an administrative or non-emergency nature shall be referred to your agency's published telephone number.

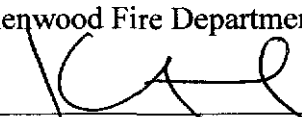
The PSAP center agrees to keep all records, times and places of all calls. All records will be available to participants of the 9-1-1 system.

It shall be the responsibility of your agency to maintain the report of call and the disposition of each call received.

All agreements, management, records and service will be the responsibility of the advisory and policy board.

Any agreements or changes in agreements and operating policies must be approved by the advisory board.

PSAP
By: 
Dianna Wiessner, Director
E-Com Communications Center

Glenwood Fire Department
By: 
Kevin Welsh, Fire Chief

Date: 8-2-05

Date: 8-2-5

E-COM COMMUNICATIONS CENTER
CALL HANDLING AGREEMENT

FOR 9-1-1 EMERGENCY COMMUNICATIONS

This agreement is made between the Public Safety Answering Point, hereafter referred to as PSAP, and the Chicago Heights Fire Department for the purpose of effective handling and routing of 9-1-1 emergency calls.

The E-Com PSAP center receiving a call for emergency services in your jurisdiction shall dispatch the call in the following manner:

- PRIMARY: Direct transfer of 9-1-1 trunk line.
- SECONDARY: Dispatch to your communications center via telephone call on your listed emergency telephone number 708-754-2121
- TERTIARY: Dispatch to your communications center via Point-to-Point radio frequency #155.370.

This agreement shall provide that, once an emergency unit is dispatched in response to a request through the system, such unit shall render its service to the requesting party without regard to whether the unit is operating outside its normal jurisdictional boundaries.

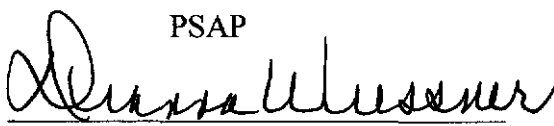
The Legislative intent is that 9-1-1 be used for emergency calls only. Therefore, all calls of an administrative or non-emergency nature shall be referred to your agency's published telephone number.


The PSAP center agrees to keep all records, times and places of all calls. All records will be available to participants of the 9-1-1 system.

It shall be the responsibility of your agency to maintain the report of call and the disposition of each call received.

All agreements, management, records and service will be the responsibility of the advisory and policy board.

Any agreements or changes in agreements and operating policies must be approved by the advisory board.

PSAP
By: 
Dianna Wiessner, Director
E-Com Communications Center

Chicago Heights Fire Department
By: 
Will Chapleau, Fire Chief

Date: 8-2-05

Date: 8/2/05

E-COM COMMUNICATIONS CENTER
CALL HANDLING AGREEMENT

FOR 9-1-1 EMERGENCY COMMUNICATIONS

This agreement is made between the Public Safety Answering Point, hereafter referred to as PSAP, and the Hazel Crest Police Department for the purpose of effective handling and routing of 9-1-1 emergency calls.

The E-Com PSAP center receiving a call for emergency services in your jurisdiction shall dispatch the call in the following manner:

PRIMARY: Direct transfer of 9-1-1 trunk line.

SECONDARY: Dispatch to your communications center via telephone call on your listed emergency telephone number 708-335-9640

TERTIARY: Dispatch to your communications center via Point-to-Point radio frequency #155.370.

This agreement shall provide that, once an emergency unit is dispatched in response to a request through the system, such unit shall render its service to the requesting party without regard to whether the unit is operating outside its normal jurisdictional boundaries.


The Legislative intent is that 9-1-1 be used for emergency calls only. Therefore, all calls of an administrative or non-emergency nature shall be referred to your agency's published telephone number.

The PSAP center agrees to keep all records, times and places of all calls. All records will be available to participants of the 9-1-1 system.


It shall be the responsibility of your agency to maintain the report of call and the disposition of each call received.

All agreements, management, records and service will be the responsibility of the advisory and policy board.

Any agreements or changes in agreements and operating policies must be approved by the advisory board.

PSAP
By: 
Dianna Wiessner, Director
E-Com Communications Center

Date: 8-2-05

Hazel Crest Police Department
By: 
Gary Jones, Chief of Police

Date: 08-02-05

**E-COM COMMUNICATIONS CENTER
Call Handling Agreement**

For 9-1-1 Emergency Communications

This agreement is made between the Public Safety Answering Point, hereafter referred to as PSAP, and the Illinois State Police for the purpose of effective handling and routing of 9-1-1 emergency calls.

The E-COM PSAP center receiving a call for emergency services in your jurisdiction shall dispatch the call in the following manner;

PRIMARY: Dispatch to your communications center via telephone call
On your listed telephone number 847-294-4444

SECONDARY: Dispatch to your communications center via point-to-point
Radio frequency 155.370

This agreement shall provide that, once an emergency unit is dispatched in response to a request through the system, such unit shall render its services to the requesting party without regard to whether the unit is operating outside its normal jurisdictional boundaries.

The Legislative intent is that 9-1-1 be used for emergency calls only. Therefore, all calls of an administrative or non-emergency nature shall be referred to your agency's published telephone number.

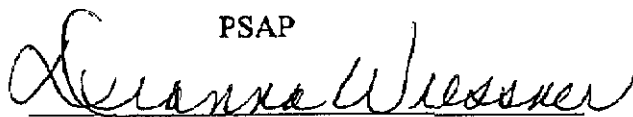
The PSAP center agrees to keep all records, times and places of calls. All records will be available to participants of the 9-1-1 system.

It shall be the responsibility of your agency to maintain the report of call and the disposition of each call received.

All agreements, management, records and service will be the responsibility of the advisory and policy board.

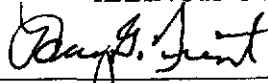
Any agreements or changes in agreements and operating policies must be approved by the advisory board.

PSAP



Dianna Wiessner, Director
E-COM Dispatch Center
1154 Ridge Road, Homewood IL 60430
708-799-3787
Date Signed: 7/22/05

ILLINOIS STATE POLICE



Print Name: LARRY TRENT
Title: Director

Date Signed: 7-27-05

E-COM COMMUNICATIONS CENTER
CALL HANDLING AGREEMENT

FOR 9-1-1 EMERGENCY COMMUNICATIONS

This agreement is made between the Public Safety Answering Point, hereafter referred to as PSAP, and Flossmoor Police Department for the purpose of effective handling and routing of 9-1-1 emergency calls.

The E-Com PSAP center receiving a call for emergency services in your jurisdiction shall dispatch the call in the following manner:

PRIMARY: Dispatch emergency calls via radio frequency 470.9370

SECONDARY: Dispatch emergency calls by calling 708-957-4500

This agreement shall provide that, once an emergency unit is dispatched in response to a request through the system, such unit shall render its service to the requesting party without regard to whether the unit is operating outside its normal jurisdictional boundaries.

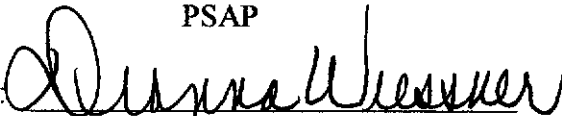
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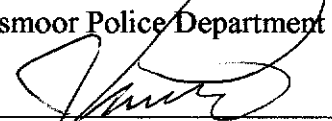
The PSAP center agrees to keep all records, times and places of all calls. All records will be available to participants of the 9-1-1 system.

It shall be the responsibility of your agency to maintain the report of call and the disposition of each call received.

All agreements, management, records and service will be the responsibility of the advisory and policy board.

Any agreements or changes in agreements and operating policies must be approved by the advisory board.

PSAP
By: 
Dianna Wiessner, Director
E-Com Communications Center

Flossmoor Police Department
By: 
John Lancaster, Chief of Police

Date: 8/3/05

Date: 08/03/05

E-COM COMMUNICATIONS CENTER
CALL HANDLING AGREEMENT

FOR 9-1-1 EMERGENCY COMMUNICATIONS

This agreement is made between the Public Safety Answering Point, hereafter referred to as PSAP, and the Homewood Police Department for the purpose of effective handling and routing of 9-1-1 emergency calls.

The E-Com PSAP center receiving a call for emergency services in your jurisdiction shall dispatch the call in the following manner:

- PRIMARY: Direct transfer of 9-1-1 trunk line.
- SECONDARY: Dispatch to your communications center via telephone call on your listed emergency telephone number 708-206-3420
- TERTIARY: Dispatch to your communications center via Point-to-Point radio frequency #155.370.

This agreement shall provide that, once an emergency unit is dispatched in response to a request through the system, such unit shall render its service to the requesting party without regard to whether the unit is operating outside its normal jurisdictional boundaries.

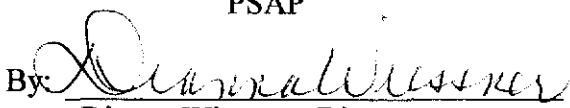
The Legislative intent is that 9-1-1 be used for emergency calls only. Therefore, all calls of an administrative or non-emergency nature shall be referred to your agency's published telephone number.


The PSAP center agrees to keep all records, times and places of all calls. All records will be available to participants of the 9-1-1 system.

It shall be the responsibility of your agency to maintain the report of call and the disposition of each call received.

All agreements, management, records and service will be the responsibility of the advisory and policy board.

Any agreements or changes in agreements and operating policies must be approved by the advisory board.

PSAP
By: 
Dianna Wiessner, Director
E-Com Communications Center

Homewood Police Department
By: 
Lawrence Burnson, Police Chief

Date: 8/3/05

Date: 8/3/05

E-COM COMMUNICATIONS CENTER
CALL HANDLING AGREEMENT

FOR 9-1-1 EMERGENCY COMMUNICATIONS

This agreement is made between the Public Safety Answering Point, hereafter referred to as PSAP, and Flossmoor Fire Department for the purpose of effective handling and routing of 9-1-1 emergency calls.

The E-Com PSAP center receiving a call for emergency services in your jurisdiction shall dispatch the call in the following manner:

PRIMARY: Dispatch emergency calls via radio frequency 153.890

SECONDARY: Dispatch emergency calls by calling 708-798-3885

This agreement shall provide that, once an emergency unit is dispatched in response to a request through the system, such unit shall render its service to the requesting party without regard to whether the unit is operating outside its normal jurisdictional boundaries.

The Legislative intent is that 9-1-1 be used for emergency calls only. Therefore, all calls of an administrative or non-emergency nature shall be referred to your agency's published telephone number.

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All agreements, management, records and service will be the responsibility of the advisory and policy board.

Any agreements or changes in agreements and operating policies must be approved by the advisory board.

PSAP
By: Dianna Wiessner
Dianna Wiessner, Director
E-Com Communications Center

Flossmoor Fire Department
By: Dan Hornback
Dan Hornback, Fire Chief

Date: 8/3/05

Date: 08/03/05

E-COM COMMUNICATIONS CENTER
CALL HANDLING AGREEMENT

FOR 9-1-1 EMERGENCY COMMUNICATIONS

This agreement is made between the Public Safety Answering Point, hereafter referred to as PSAP, and the Metropolitan Rail/METRA for the purpose of effective handling and routing of 9-1-1 emergency calls.

The E-Com PSAP center receiving a call for emergency services in your jurisdiction shall dispatch the call in the following manner:

- PRIMARY: Direct transfer of 9-1-1 trunk line.
- SECONDARY: Dispatch to your communications center via telephone call on your listed emergency telephone number 322-2800.
- TERTIARY: Dispatch to your communications center via Point-to-Point radio frequency #155.370.

This agreement shall provide that, once an emergency unit is dispatched in response to a request through the system, such unit shall render its service to the requesting party without regard to whether the unit is operating outside its normal jurisdictional boundaries.

The Legislative intent is that 9-1-1 be used for emergency calls only. Therefore, all calls of an administrative or non-emergency nature shall be referred to your agency's published telephone number.

The PSAP center agrees to keep all records, times and places of all calls. All records will be available to participants of the 9-1-1 system.

It shall be the responsibility of your agency to maintain the report of call and the disposition of each call received.

All agreements, management, records and service will be the responsibility of the advisory and policy board.

Any agreements or changes in agreements and operating policies must be approved by the advisory board.

PSAP
By: Dianna Wiessner
Dianna Wiessner, Director
E-Com Communications Center

Metropolitan Rail/METRA
By: Fred Leonard
Fred Leonard
Chief of Police

Date: 9-1-05

Date: 7-5-05

E-COM COMMUNICATIONS CENTER
CALL HANDLING AGREEMENT

FOR 9-1-1 EMERGENCY COMMUNICATIONS

This agreement is made between the Public Safety Answering Point, hereafter referred to as PSAP, and the Chicago Heights Police Department for the purpose of effective handling and routing of 9-1-1 emergency calls.

The E-Com PSAP center receiving a call for emergency services in your jurisdiction shall dispatch the call in the following manner:

PRIMARY: Direct transfer of 9-1-1 trunk line.

SECONDARY: Dispatch to your communications center via telephone call on your listed emergency telephone number 754-2121.

TERTIARY: Dispatch to your communications center via Point-to-Point radio frequency #155.370.

This agreement shall provide that, once an emergency unit is dispatched in response to a request through the system, such unit shall render its service to the requesting party without regard to whether the unit is operating outside its normal jurisdictional boundaries.

The Legislative intent is that 9-1-1 be used for emergency calls only. Therefore, all calls of an administrative or non-emergency nature shall be referred to your agency's published telephone number.

The PSAP center agrees to keep all records, times and places of all calls. All records will be available to participants of the 9-1-1 system.

It shall be the responsibility of your agency to maintain the report of call and the disposition of each call received.

All agreements, management, records and service will be the responsibility of the advisory and policy board.

Any agreements or changes in agreements and operating policies must be approved by the advisory board.

PSAP
By: Dianna Wiessner
Dianna Wiessner, Director
E-Com Communications Center

Chicago Heights Police Department

By: Anthony Murphy
Anthony Murphy, Chief of Police
911 COORDINATOR

Date: 9/1/05

Date: 7/6/05

PLEASE NOTE CONTACT
CHANGE.

E-COM COMMUNICATIONS CENTER
CALL HANDLING AGREEMENT

FOR 9-1-1 EMERGENCY COMMUNICATIONS

This agreement is made between the Public Safety Answering Point, hereafter referred to as PSAP, and the East Hazel Crest Police Department for the purpose of effective handling and routing of 9-1-1 emergency calls.

The E-Com PSAP center receiving a call for emergency services in your jurisdiction shall dispatch the call in the following manner:

PRIMARY: Direct transfer of 9-1-1 trunk line.

SECONDARY: Dispatch to your communications center via telephone call on your listed emergency telephone number 798-2171.

TERTIARY: Dispatch to your communications center via Point-to-Point radio frequency #155.370.

This agreement shall provide that, once an emergency unit is dispatched in response to a request through the system, such unit shall render its service to the requesting party without regard to whether the unit is operating outside its normal jurisdictional boundaries.

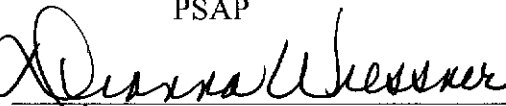
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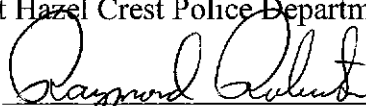
The PSAP center agrees to keep all records, times and places of all calls. All records will be available to participants of the 9-1-1 system.

It shall be the responsibility of your agency to maintain the report of call and the disposition of each call received.

All agreements, management, records and service will be the responsibility of the advisory and policy board.

Any agreements or changes in agreements and operating policies must be approved by the advisory board.

PSAP
By: 
Dianna Wiessner, Director
E-Com Communications Center

East Hazel Crest Police Department
By: 
Raymond Robertson
Chief of Police

Date: 9-1-05

Date: 7/18/2005

E-COM COMMUNICATIONS CENTER
CALL HANDLING AGREEMENT

FOR 9-1-1 EMERGENCY COMMUNICATIONS

This agreement is made between the Public Safety Answering Point, hereafter referred to as PSAP, and Hazel Crest Fire Department for the purpose of effective handling and routing of 9-1-1 emergency calls.

The E-Com PSAP center receiving a call for emergency services in your jurisdiction shall dispatch the call in the following manner:

PRIMARY: Direct transfer of 9-1-1 line

SECONDARY: Dispatch to your communication center via telephone
on your listed telephone number 708-335-9640

This agreement shall provide that, once an emergency unit is dispatched in response to a request through the system, such unit shall render its service to the requesting party without regard to whether the unit is operating outside its normal jurisdictional boundaries.

The Legislative intent is that 9-1-1 be used for emergency calls only. Therefore, all calls of an administrative or non-emergency nature shall be referred to your agency's published telephone number.

The PSAP center agrees to keep all records, times and places of all calls. All records will be available to participants of the 9-1-1 system.

It shall be the responsibility of your agency to maintain the report of call and the disposition of each call received.

All agreements, management, records and service will be the responsibility of the advisory and policy board.

Any agreements or changes in agreements and operating policies must be approved by the advisory board.

PSAP
By: Dianna Wiessner
Dianna Wiessner, Director
E-Com Communications Center

Hazel Crest Fire Department
By: Jack R. Grady
Jack Grady, Deputy Fire Chief

Date:

8/9/05

Date:

8/9/05

E-COM COMMUNICATIONS CENTER
CALL HANDLING AGREEMENT

FOR 9-1-1 EMERGENCY COMMUNICATIONS

This agreement is made between the Public Safety Answering Point, hereafter referred to as PSAP, and the Markham Police Department for the purpose of effective handling and routing of 9-1-1 emergency calls.

The E-Com PSAP center receiving a call for emergency services in your jurisdiction shall dispatch the call in the following manner:

PRIMARY: Direct transfer of 9-1-1 trunk line.

SECONDARY: ~~Dispatch to your communications center via telephone call~~
on your listed emergency telephone number 331-2171.

TERTIARY: Dispatch to your communications center via Point-to-Point
radio frequency #155.370.

This agreement shall provide that, once an emergency unit is dispatched in response to a request through the system, such unit shall render its service to the requesting party without regard to whether the unit is operating outside its normal jurisdictional boundaries.

The Legislative intent is that 9-1-1 be used for emergency calls only. Therefore, all calls of an administrative or non-emergency nature shall be referred to your agency's published telephone number.

The PSAP center agrees to keep all records, times and places of all calls. All records will be available to participants of the 9-1-1 system.

It shall be the responsibility of your agency to maintain the report of call and the disposition of each call received.

All agreements, management, records and service will be the responsibility of the advisory and policy board.

Any agreements or changes in agreements and operating policies must be approved by the advisory board.

PSAP
By: *Dianna Wiessner*
Dianna Wiessner, Director
E-Com Communications Center

Markham Police Department
By: *Pat Crawford*
Pat Crawford
Chief of Police

Date: 9-1-05

Date: 7-11-05

E-COM COMMUNICATIONS CENTER
CALL HANDLING AGREEMENT

FOR 9-1-1 EMERGENCY COMMUNICATIONS

This agreement is made between the Public Safety Answering Point, hereafter referred to as PSAP, and the Thornton Fire Department for the purpose of effective handling and routing of 9-1-1 emergency calls.

The E-Com PSAP center receiving a call for emergency services in your jurisdiction shall dispatch the call in the following manner:

PRIMARY: Direct transfer of 9-1-1 trunk line.

SECONDARY: Dispatch to your communications center via telephone call on your listed emergency telephone number 877-2531.

TERTIARY: Dispatch to your communications center via Point-to-Point radio frequency #155.370.

This agreement shall provide that, once an emergency unit is dispatched in response to a request through the system, such unit shall render its service to the requesting party without regard to whether the unit is operating outside its normal jurisdictional boundaries.

The Legislative intent is that 9-1-1 be used for emergency calls only. Therefore, all calls of an administrative or non-emergency nature shall be referred to your agency's published telephone number.

The PSAP center agrees to keep all records, times and places of all calls. All records will be available to participants of the 9-1-1 system.

It shall be the responsibility of your agency to maintain the report of call and the disposition of each call received.

All agreements, management, records and service will be the responsibility of the advisory and policy board.

Any agreements or changes in agreements and operating policies must be approved by the advisory board.

PSAP
By: Dianna Wiessner
Dianna Wiessner, Director
E-Com Communications Center

Thornton Fire Department
By: Brian Kolosh
Brian Kolosh
Fire Chief

Date: 9-1-05

Date: 7/13/05

E-COM COMMUNICATIONS CENTER
CALL HANDLING AGREEMENT

FOR 9-1-1 EMERGENCY COMMUNICATIONS

This agreement is made between the Public Safety Answering Point, hereafter referred to as PSAP, and the Thornton Police Department for the purpose of effective handling and routing of 9-1-1 emergency calls.

The E-Com PSAP center receiving a call for emergency services in your jurisdiction shall dispatch the call in the following manner:

PRIMARY: Direct transfer of 9-1-1 trunk line.

SECONDARY: Dispatch to your communications center via telephone call on your listed emergency telephone number 877-2531.

TERTIARY: Dispatch to your communications center via Point-to-Point radio frequency #155.370.

This agreement shall provide that, once an emergency unit is dispatched in response to a request through the system, such unit shall render its service to the requesting party without regard to whether the unit is operating outside its normal jurisdictional boundaries.

The Legislative intent is that 9-1-1 be used for emergency calls only. Therefore, all calls of an administrative or non-emergency nature shall be referred to your agency's published telephone number.

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It shall be the responsibility of your agency to maintain the report of call and the disposition of each call received.

All agreements, management, records and service will be the responsibility of the advisory and policy board.

Any agreements or changes in agreements and operating policies must be approved by the advisory board.

PSAP
By: Dianna Wiessner
Dianna Wiessner, Director
E-Com Communications Center

Thornton Police Department
By: Phillip R. Arnold
Phillip Arnold
Chief of Police

Date: 9-1-05

Date: 05 July 05

E-COM COMMUNICATIONS CENTER
CALL HANDLING AGREEMENT

FOR 9-1-1 EMERGENCY COMMUNICATIONS

This agreement is made between the Public Safety Answering Point, hereafter referred to as PSAP, and the Lynwood Police Department for the purpose of effective handling and routing of 9-1-1 emergency calls.

The E-Com PSAP center receiving a call for emergency services in your jurisdiction shall dispatch the call in the following manner:

PRIMARY: Direct transfer of 9-1-1 trunk line.

SECONDARY: ~~Dispatch to your communications center via telephone call~~
on your listed emergency telephone number 758-6100.

TERTIARY: Dispatch to your communications center via Point-to-Point
radio frequency #155.370.

This agreement shall provide that, once an emergency unit is dispatched in response to a request through the system, such unit shall render its service to the requesting party without regard to whether the unit is operating outside its normal jurisdictional boundaries.

The Legislative intent is that 9-1-1 be used for emergency calls only. Therefore, all calls of an administrative or non-emergency nature shall be referred to your agency's published telephone number.

The PSAP center agrees to keep all records, times and places of all calls. All records will be available to participants of the 9-1-1 system.

It shall be the responsibility of your agency to maintain the report of call and the disposition of each call received.

All agreements, management, records and service will be the responsibility of the advisory and policy board.

Any agreements or changes in agreements and operating policies must be approved by the advisory board.

PSAP
By: Dianna Wiessner
Dianna Wiessner, Director
E-Com Communications Center

Date: 9-1-05

Lynwood Police Department
By: David Palmer
David Palmer
Chief of Police

Date: 7/5/05

E-COM COMMUNICATIONS CENTER
CALL HANDLING AGREEMENT

FOR 9-1-1 EMERGENCY COMMUNICATIONS

This agreement is made between the Public Safety Answering Point, hereafter referred to as PSAP, and the Lynwood Fire Department for the purpose of effective handling and routing of 9-1-1 emergency calls.

The E-Com PSAP center receiving a call for emergency services in your jurisdiction shall dispatch the call in the following manner:

PRIMARY: Direct transfer of 9-1-1 trunk line.

SECONDARY: Dispatch to your communications center via telephone call on your listed emergency telephone number 758-6100.

TERTIARY: Dispatch to your communications center via Point-to-Point radio frequency #155.370.

This agreement shall provide that, once an emergency unit is dispatched in response to a request through the system, such unit shall render its service to the requesting party without regard to whether the unit is operating outside its normal jurisdictional boundaries.

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All agreements, management, records and service will be the responsibility of the advisory and policy board.

Any agreements or changes in agreements and operating policies must be approved by the advisory board.

PSAP
By: Dianna Wiessner
Dianna Wiessner, Director
E-Com Communications Center

Lynwood Fire Department
By: Rich Eriks
Rich Eriks
Fire Chief

Date: 9-1-05

Date: 7-12-05

E-COM COMMUNICATIONS CENTER
CALL HANDLING AGREEMENT

FOR 9-1-1 EMERGENCY COMMUNICATIONS

This agreement is made between the Public Safety Answering Point, hereafter referred to as PSAP, and the Olympia Fields Police Department for the purpose of effective handling and routing of 9-1-1 emergency calls.

The E-Com PSAP center receiving a call for emergency services in your jurisdiction shall dispatch the call in the following manner:

- PRIMARY: Direct transfer of 9-1-1 trunk line.
- SECONDARY: Dispatch to your communications center via telephone call on your listed emergency telephone number 748-2131.
- TERTIARY: Dispatch to your communications center via Point-to-Point radio frequency #155.370.

This agreement shall provide that, once an emergency unit is dispatched in response to a request through the system, such unit shall render its service to the requesting party without regard to whether the unit is operating outside its normal jurisdictional boundaries.

The Legislative intent is that 9-1-1 be used for emergency calls only. Therefore, all calls of an administrative or non-emergency nature shall be referred to your agency's published telephone number.

The PSAP center agrees to keep all records, times and places of all calls. All records will be available to participants of the 9-1-1 system.

It shall be the responsibility of your agency to maintain the report of call and the disposition of each call received.

All agreements, management, records and service will be the responsibility of the advisory and policy board.

Any agreements or changes in agreements and operating policies must be approved by the advisory board.

PSAP
By: Dianna Wiessner
Dianna Wiessner, Director
E-Com Communications Center

Date: 9-1-05

Olympia Fields Police Department
By: Jeffrey Chudwin
Jeffrey Chudwin
Chief of Police

Date: 07-05-05

E-COM COMMUNICATIONS CENTER
CALL HANDLING AGREEMENT

FOR 9-1-1 EMERGENCY COMMUNICATIONS

This agreement is made between the Public Safety Answering Point, hereafter referred to as PSAP, and the Matteson Fire Department for the purpose of effective handling and routing of 9-1-1 emergency calls.

The E-Com PSAP center receiving a call for emergency services in your jurisdiction shall dispatch the call in the following manner:

PRIMARY: Direct transfer of 9-1-1 trunk line.

SECONDARY: Dispatch to your communications center via telephone call on your listed emergency telephone number 748-5121.

TERTIARY: Dispatch to your communications center via Point-to-Point radio frequency #155.370.

This agreement shall provide that, once an emergency unit is dispatched in response to a request through the system, such unit shall render its service to the requesting party without regard to whether the unit is operating outside its normal jurisdictional boundaries.

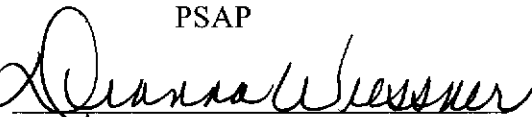
The Legislative intent is that 9-1-1 be used for emergency calls only. Therefore, all calls of an administrative or non-emergency nature shall be referred to your agency's published telephone number.

The PSAP center agrees to keep all records, times and places of all calls. All records will be available to participants of the 9-1-1 system.

It shall be the responsibility of your agency to maintain the report of call and the disposition of each call received.

All agreements, management, records and service will be the responsibility of the advisory and policy board.

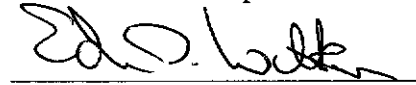
Any agreements or changes in agreements and operating policies must be approved by the advisory board.

PSAP
By: 
Dianna Wiessner, Director
E-Com Communications Center

Date:

9-1-05

Matteson Fire Department

By: 
~~Robert Wilcox~~ EDWIN D. WILKENS
Fire Chief

Date:

9-1-05

E-COM COMMUNICATIONS CENTER
CALL HANDLING AGREEMENT

FOR 9-1-1 EMERGENCY COMMUNICATIONS

This agreement is made between the Public Safety Answering Point, hereafter referred to as PSAP, and the Matteson Police Department for the purpose of effective handling and routing of 9-1-1 emergency calls.

The E-Com PSAP center receiving a call for emergency services in your jurisdiction shall dispatch the call in the following manner:

PRIMARY: Direct transfer of 9-1-1 trunk line.

SECONDARY: Dispatch to your communications center via telephone call on your listed emergency telephone number 748-5131.

TERTIARY: Dispatch to your communications center via Point-to-Point radio frequency #155.370.

This agreement shall provide that, once an emergency unit is dispatched in response to a request through the system, such unit shall render its service to the requesting party without regard to whether the unit is operating outside its normal jurisdictional boundaries.

The Legislative intent is that 9-1-1 be used for emergency calls only. Therefore, all calls of an administrative or non-emergency nature shall be referred to your agency's published telephone number.

The PSAP center agrees to keep all records, times and places of all calls. All records will be available to participants of the 9-1-1 system.

It shall be the responsibility of your agency to maintain the report of call and the disposition of each call received.

All agreements, management, records and service will be the responsibility of the advisory and policy board.

Any agreements or changes in agreements and operating policies must be approved by the advisory board.

PSAP
By: *Diana Wiessner*
Diana Wiessner, Director
E-Com Communications Center

Matteson Police Department
By: *Robert R. Park* *Norman Burnson*
Chief of Police Acting Chief of Police

Date: 9-1-05

Date: 7/6/05

E-COM COMMUNICATIONS CENTER
CALL HANDLING AGREEMENT

FOR 9-1-1 EMERGENCY COMMUNICATIONS

This agreement is made between the Public Safety Answering Point, hereafter referred to as PSAP, and the Matteson Fire Department for the purpose of effective handling and routing of 9-1-1 emergency calls.

The E-Com PSAP center receiving a call for emergency services in your jurisdiction shall dispatch the call in the following manner:

- PRIMARY: Direct transfer of 9-1-1 trunk line.
- SECONDARY: Dispatch to your communications center via telephone call on your listed emergency telephone number 748-5121.
- TERTIARY: Dispatch to your communications center via Point-to-Point radio frequency #155.370.

This agreement shall provide that, once an emergency unit is dispatched in response to a request through the system, such unit shall render its service to the requesting party without regard to whether the unit is operating outside its normal jurisdictional boundaries.

The Legislative intent is that 9-1-1 be used for emergency calls only. Therefore, all calls of an administrative or non-emergency nature shall be referred to your agency's published telephone number.

The PSAP center agrees to keep all records, times and places of all calls. All records will be available to participants of the 9-1-1 system.

It shall be the responsibility of your agency to maintain the report of call and the disposition of each call received.

All agreements, management, records and service will be the responsibility of the advisory and policy board.

Any agreements or changes in agreements and operating policies must be approved by the advisory board.

PSAP
By: Dianna Wiessner
Dianna Wiessner, Director
E-Com Communications Center

Matteson Fire Department
By: Ronald Bonneau
Ronald Bonneau, Director of SouthCom
for Matteson Fire Department

Date: 7/13/05

Date: 7/14/05

E-COM COMMUNICATIONS CENTER
CALL HANDLING AGREEMENT

FOR 9-1-1 EMERGENCY COMMUNICATIONS

This agreement is made between the Public Safety Answering Point, hereafter referred to as PSAP, and the Cook County Forest Preserve Police Department for the purpose of effective handling and routing of 9-1-1 emergency calls.

The E-Com PSAP center receiving a call for emergency services in your jurisdiction shall dispatch the call in the following manner:

PRIMARY: Direct transfer of 9-1-1 trunk line.

SECONDARY: Dispatch to your communications center via telephone call on your listed emergency telephone number 771-1000.

TERTIARY: Dispatch to your communications center via Point-to-Point radio frequency #155.370.

This agreement shall provide that, once an emergency unit is dispatched in response to a request through the system, such unit shall render its service to the requesting party without regard to whether the unit is operating outside its normal jurisdictional boundaries.

The Legislative intent is that 9-1-1 be used for emergency calls only. Therefore, all calls of an administrative or non-emergency nature shall be referred to your agency's published telephone number.

The PSAP center agrees to keep all records, times and places of all calls. All records will be available to participants of the 9-1-1 system.

It shall be the responsibility of your agency to maintain the report of call and the disposition of each call received.

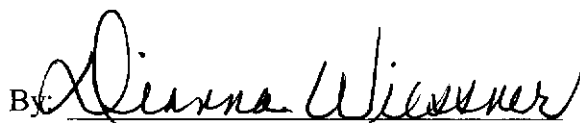
All agreements, management, records and service will be the responsibility of the advisory and policy board.

Any agreements or changes in agreements and operating policies must be approved by the advisory board.

PSAP

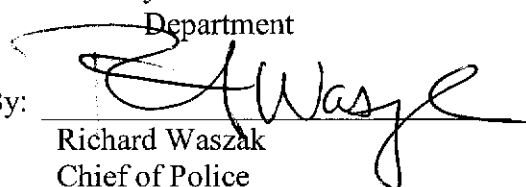
Cook County Forest Preserve Police
Department

By:



Dianna Wiessner, Director
E-Com Communications Center

By:



Richard Waszak
Chief of Police

Date:

9/1/05

Date:

7/5/05

E-COM COMMUNICATIONS CENTER
CALL HANDLING AGREEMENT

FOR 9-1-1 EMERGENCY COMMUNICATIONS

This agreement is made between the Public Safety Answering Point, hereafter referred to as PSAP, and the Cook County Sheriff's Police for the purpose of effective handling and routing of 9-1-1 emergency calls.

The E-Com PSAP center receiving a call for emergency services in your jurisdiction shall dispatch the call in the following manner:

PRIMARY: Direct transfer of 9-1-1 trunk line.

SECONDARY: Dispatch to your communications center via telephone call on your listed emergency telephone number 458-1000.

TERTIARY: Dispatch to your communications center via Point-to-Point radio frequency #155.370.

This agreement shall provide that, once an emergency unit is dispatched in response to a request through the system, such unit shall render its service to the requesting party without regard to whether the unit is operating outside its normal jurisdictional boundaries.

The Legislative intent is that 9-1-1 be used for emergency calls only. Therefore, all calls of an administrative or non-emergency nature shall be referred to your agency's published telephone number.

The PSAP center agrees to keep all records, times and places of all calls. All records will be available to participants of the 9-1-1 system.

It shall be the responsibility of your agency to maintain the report of call and the disposition of each call received.

All agreements, management, records and service will be the responsibility of the advisory and policy board.

Any agreements or changes in agreements and operating policies must be approved by the advisory board.

PSAP
By: *Diana Wiessner*
Diana Wiessner, Director
E-Com Communications Center

Cook County Sheriff's Police
By: *Marjorie O'Dea*
~~Marjorie O'Dea~~ *MORRIE FARBMAN*
Chief of Police EXEC. DIR., ETSB

Date: 9-1-05

Date: 9/1/05

E-COM COMMUNICATIONS CENTER
CALL HANDLING AGREEMENT

FOR 9-1-1 EMERGENCY COMMUNICATIONS

This agreement is made between the Public Safety Answering Point, hereafter referred to as PSAP, and the Harvey Police Department for the purpose of effective handling and routing of 9-1-1 emergency calls.

The E-Com PSAP center receiving a call for emergency services in your jurisdiction shall dispatch the call in the following manner:

PRIMARY: Direct transfer of 9-1-1 trunk line.

SECONDARY: Dispatch to your communications center via telephone call on your listed emergency telephone number 331-2131.

TERTIARY: Dispatch to your communications center via Point-to-Point radio frequency #155.370.

This agreement shall provide that, once an emergency unit is dispatched in response to a request through the system, such unit shall render its service to the requesting party without regard to whether the unit is operating outside its normal jurisdictional boundaries.

The Legislative intent is that 9-1-1 be used for emergency calls only. Therefore, all calls of an administrative or non-emergency nature shall be referred to your agency's published telephone number.

The PSAP center agrees to keep all records, times and places of all calls. All records will be available to participants of the 9-1-1 system.

It shall be the responsibility of your agency to maintain the report of call and the disposition of each call received.

All agreements, management, records and service will be the responsibility of the advisory and policy board.

Any agreements or changes in agreements and operating policies must be approved by the advisory board.

PSAP
By: Dianna Wiessner
Dianna Wiessner, Director
E-Com Communications Center

Date: 9-1-05

Harvey Police Department
By: Andrew Joshua
Andrew Joshua
Chief of Police

Date: 7-6-05

E-COM COMMUNICATIONS CENTER
CALL HANDLING AGREEMENT

FOR 9-1-1 EMERGENCY COMMUNICATIONS

This agreement is made between the Public Safety Answering Point, hereafter referred to as PSAP, and the Harvey Fire Department for the purpose of effective handling and routing of 9-1-1 emergency calls.

The E-Com PSAP center receiving a call for emergency services in your jurisdiction shall dispatch the call in the following manner:

PRIMARY: Direct transfer of 9-1-1 trunk line.

SECONDARY: Dispatch to your communications center via telephone call on your listed emergency telephone number 331-2131.

TERTIARY: Dispatch to your communications center via Point-to-Point radio frequency #155.370.

This agreement shall provide that, once an emergency unit is dispatched in response to a request through the system, such unit shall render its service to the requesting party without regard to whether the unit is operating outside its normal jurisdictional boundaries.


The Legislative intent is that 9-1-1 be used for emergency calls only. Therefore, all calls of an administrative or non-emergency nature shall be referred to your agency's published telephone number.

The PSAP center agrees to keep all records, times and places of all calls. All records will be available to participants of the 9-1-1 system.


It shall be the responsibility of your agency to maintain the report of call and the disposition of each call received.

All agreements, management, records and service will be the responsibility of the advisory and policy board.

Any agreements or changes in agreements and operating policies must be approved by the advisory board.

PSAP
By: 
Dianna Wiessner, Director
E-Com Communications Center

Date: 9-1-05

Harvey Fire Department
By: 
William Bell
Fire Chief

Date: July 12, 2005

E-COM COMMUNICATIONS CENTER
CALL HANDLING AGREEMENT

FOR 9-1-1 EMERGENCY COMMUNICATIONS

This agreement is made between the Public Safety Answering Point, hereafter referred to as PSAP, and the Country Club Hills Police Department for the purpose of effective handling and routing of 9-1-1 emergency calls.

The E-Com PSAP center receiving a call for emergency services in your jurisdiction shall dispatch the call in the following manner:

PRIMARY: Direct transfer of 9-1-1 trunk line.

SECONDARY: Dispatch to your communications center via telephone call
on your listed emergency telephone number 798-3191.

TERTIARY: Dispatch to your communications center via Point-to-Point
radio frequency #155.370.

This agreement shall provide that, once an emergency unit is dispatched in response to a request through the system, such unit shall render its service to the requesting party without regard to whether the unit is operating outside its normal jurisdictional boundaries.

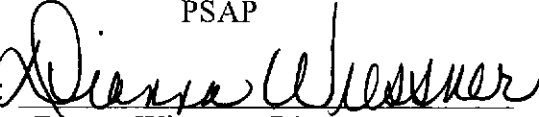
The Legislative intent is that 9-1-1 be used for emergency calls only. Therefore, all calls of an administrative or non-emergency nature shall be referred to your agency's published telephone number.

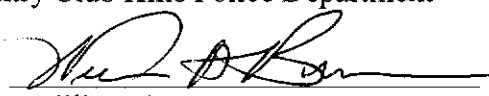
The PSAP center agrees to keep all records, times and places of all calls. All records will be available to participants of the 9-1-1 system.

It shall be the responsibility of your agency to maintain the report of call and the disposition of each call received.

All agreements, management, records and service will be the responsibility of the advisory and policy board.

Any agreements or changes in agreements and operating policies must be approved by the advisory board.

PSAP
By: 
Dianna Wiessner, Director
E-Com Communications Center

Country Club Hills Police Department
By: 
William C. Brown
Chief of Police

Date: 9-1-05

Date: 7/5/05

E-COM COMMUNICATIONS CENTER
CALL HANDLING AGREEMENT

FOR 9-1-1 EMERGENCY COMMUNICATIONS

This agreement is made between the Public Safety Answering Point, hereafter referred to as PSAP, and the Country Club Hills Fire Department for the purpose of effective handling and routing of 9-1-1 emergency calls.

The E-Com PSAP center receiving a call for emergency services in your jurisdiction shall dispatch the call in the following manner:

PRIMARY: Direct transfer of 9-1-1 trunk line.

SECONDARY: Dispatch to your communications center via telephone call on your listed emergency telephone number 798-3171.

TERTIARY: Dispatch to your communications center via Point-to-Point radio frequency #155.370.

This agreement shall provide that, once an emergency unit is dispatched in response to a request through the system, such unit shall render its service to the requesting party without regard to whether the unit is operating outside its normal jurisdictional boundaries.

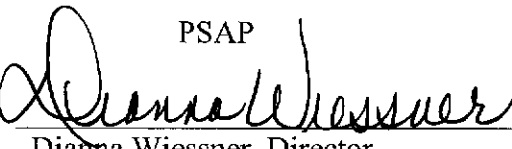
The Legislative intent is that 9-1-1 be used for emergency calls only. Therefore, all calls of an administrative or non-emergency nature shall be referred to your agency's published telephone number.

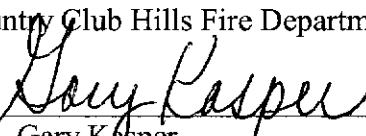
The PSAP center agrees to keep all records, times and places of all calls. All records will be available to participants of the 9-1-1 system.

It shall be the responsibility of your agency to maintain the report of call and the disposition of each call received.

All agreements, management, records and service will be the responsibility of the advisory and policy board.

Any agreements or changes in agreements and operating policies must be approved by the advisory board.

PSAP
By: 
Diana Wiessner, Director
E-Com Communications Center

Country Club Hills Fire Department
By: 
Gary Kasper
Fire Chief

Date: 9-1-05

Date: 7-5-05

E-COM COMMUNICATIONS CENTER
CALL HANDLING AGREEMENT

FOR 9-1-1 EMERGENCY COMMUNICATIONS

This agreement is made between the Public Safety Answering Point, hereafter referred to as PSAP, and Glenwood Police and Fire Department for the purpose of effective handling and routing of 9-1-1 emergency calls.

The E-Com PSAP center receiving a call for emergency services in your jurisdiction shall dispatch the call in the following manner:

PRIMARY: Dispatch call to emergency units

SECONDARY: Dispatch to your police or fire via telephone
on your listed telephone number 708-753-2420

This agreement shall provide that, once an emergency unit is dispatched in response to a request through the system, such unit shall render its service to the requesting party without regard to whether the unit is operating outside its normal jurisdictional boundaries.

The Legislative intent is that 9-1-1 be used for emergency calls only. Therefore, all calls of an administrative or non-emergency nature shall be referred to your agency's published telephone number.

The PSAP center agrees to keep all records, times and places of all calls. All records will be available to participants of the 9-1-1 system.

It shall be the responsibility of your agency to maintain the report of call and the disposition of each call received.

All agreements, management, records and service will be the responsibility of the advisory and policy board.

Any agreements or changes in agreements and operating policies must be approved by the advisory board.

PSAP
By: *Dianna Wiessner*
Dianna Wiessner, Director
E-Com Communications Center

Glenwood Police and Fire Department

By: *Jeanne F. Maggio*
Jeanne Maggio, Mayor

Date: 9-1-05

Date: 09-01-05

E-COM COMMUNICATIONS CENTER
CALL HANDLING AGREEMENT

FOR 9-1-1 EMERGENCY COMMUNICATIONS

This agreement is made between the Public Safety Answering Point, hereafter referred to as PSAP, and Sunnycrest Fire Protection District for the purpose of effective handling and routing of 9-1-1 emergency calls.

The E-Com PSAP center receiving a call for emergency services in your jurisdiction shall dispatch the call in the following manner:

PRIMARY: Dispatch call to emergency units

SECONDARY: Dispatch fire via telephone on your listed
telephone number 708-798-3885

This agreement shall provide that, once an emergency unit is dispatched in response to a request through the system, such unit shall render its service to the requesting party without regard to whether the unit is operating outside its normal jurisdictional boundaries.

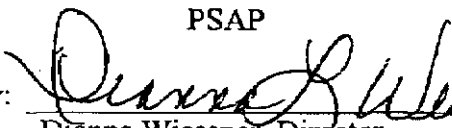
The Legislative intent is that 9-1-1 be used for emergency calls only. Therefore, all calls of an administrative or non-emergency nature shall be referred to your agency's published telephone number.

The PSAP center agrees to keep all records, times and places of all calls. All records will be available to participants of the 9-1-1 system.

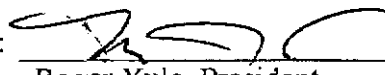
It shall be the responsibility of your agency to maintain the report of call and the disposition of each call received.

All agreements, management, records and service will be the responsibility of the advisory and policy board.

Any agreements or changes in agreements and operating policies must be approved by the advisory board.

PSAP
By: 
Dianna Wiessner, Director
E-Com Communications Center

Sunnycrest Fire Protection District

By: 
Roger Yule, President

Date: 9-1-05

Date: 9/1/05

E-COM COMMUNICATIONS CENTER
CALL HANDLING AGREEMENT

FOR 9-1-1 EMERGENCY COMMUNICATIONS

This agreement is made between the Public Safety Answering Point, hereafter referred to as PSAP, and East Hazel Crest Fire Department for the purpose of effective handling and routing of 9-1-1 emergency calls.

The E-Com PSAP center receiving a call for emergency services in your jurisdiction shall dispatch the call in the following manner:

PRIMARY: Direct transfer of 9-1-1 line

SECONDARY: Dispatch to your communication center via telephone
on your listed telephone number 708-798-2171

This agreement shall provide that, once an emergency unit is dispatched in response to a request through the system, such unit shall render its service to the requesting party without regard to whether the unit is operating outside its normal jurisdictional boundaries.

The Legislative intent is that 9-1-1 be used for emergency calls only. Therefore, all calls of an administrative or non-emergency nature shall be referred to your agency's published telephone number.

The PSAP center agrees to keep all records, times and places of all calls. All records will be available to participants of the 9-1-1 system.

It shall be the responsibility of your agency to maintain the report of call and the disposition of each call received.

All agreements, management, records and service will be the responsibility of the advisory and policy board.

Any agreements or changes in agreements and operating policies must be approved by the advisory board.

PSAP
By: Dianna Wiessner
Dianna Wiessner, Director
E-Com Communications Center

East Hazel Crest Fire Department
By: William Vallow
William Vallow, Fire Chief

Date: 8/8/05

Date: Aug 8, 2005